Technology Customer Council Meeting
Minutes of March 13, 2007

<p style="text-align:right">**F i n a l**</p>

Present: Carl Martin, Steve Mosena, Kevin VandeWall, Leon Schwartz, Rich Jacobs, Lesa Quinn, Joel Lunde, Gary Kendell, Larry Murphy, Roberta Polzin

Absent: Greg Wright, Keith Greiner, Mark Brandsgard

Guests: Greg Fay, Julie Sterk, Laura Riordan, Lana Morrissey, Pat Deluhery, Lorrie Tritch, Steve Gast, John Gillispie, Diane Van Zante (recorder)

1. **Call to Order** – Carl Martin, Vice Chair, called the meeting to order at 1:03 p.m. It was noted that a quorum of members was in attendance. Mr. Martin noted the presence of a new council member, Gary Kendell. Mr. Kendell introduced himself, as did the remaining members.

2. **Approve Minutes of February 13, 2007** – Carl Martin.
   Larry Murphy moved approval of the February 13, 2007 meeting minutes; Steve Mosena seconded the motion. An oral vote was taken, unanimously approving the minutes as written.

3. **Administrative Rule Changes**
   The proposed changes delete several definitions, including those for "leadership" and "marketplace." A question was posed as to why that was being done. Department staff will follow up with Pat Lantz to determine the reason. The amendments also address quorum requirements, delete the names of the customer councils, modify the process for filling mid-year vacancies, and make provision for raising/lowering established rates throughout the year. Steve Gast remarked that raising rates without requiring a waiver could adversely affect agency budgets. It was suggested that any comments on the matter be channeled through the normal process. Could the proposed rules lead the way to elimination of the Technology Customer Council? Laura Riordan explained that the Council's function would not be eliminated, but that it could potentially be managed by or rolled into another council. Steve Mosena does not support the idea of moving to one customer council. The proposed rule changes are open for public comment through April 17, 2007.

4. **Information Security Office Work Plan & Status of ISO Risk Assessment** – Greg Fay.
   Customer Communication, Collaboration and Coordination -- The Information Security Office (ISO) has compiled contact information for agency ISOs and key staff and is trying to keep the list current as much as possible. Some agencies will not provide the information we have requested (generally small agencies who have limited staff). The ISO is also working closely with the CIO Council Security Committee.

   Development and Implementation of a Communications Plan -- The ISO is still working to determine how best to communicate. The Internet website is active, but still needs more

content. The Intranet site is not yet active. The ISO engages in frequent communication with agencies, daily communication in some cases. Alerts are issued as new threats/vulnerabilities are discovered. Due to the volume of stakeholders, progress reports on the ISO work plan are not occurring to the extent desired.

TGB Approval of Additional Enterprise Standards -- The Technology Governance Board has approved four standards thus far, a fifth is being worked on.

Bi-Annual Review of the Enterprise Information Security Policy -- The ISO will be utilizing outside resources to complete the review. Greg has a number of good candidates and would like to hire two individuals to move things along more quickly.

Assessment, Evaluation, and Monitoring -- Completion of the risk assessment task will be the primary responsibility of the outside consultants. There has been increased interest recently in vulnerability testing.

Establish Security Awareness Training Program -- The ISO has a variety of materials available and is anxious to assist in any way it can.

Establish an Alert and Notification System -- The ISO has a draft of a formal incident response team, but believes that team would be too formal to be effective. The ISO would like to establish a better method of communicating, utilizing more generally understood standards for responding to an incident. There is interest in developing an alert network, similar to the Health Alert Network that Public Health utilizes.

Continuity of Operations, Business Continuity and Disaster Recovery -- The ISO is working with DHS on a computer program to get COOP/COG plans into an automated system. DNR, IWD, ITE, DOT, and HLSEM are also involved.

Information Security Consultation, Coordination, and Research -- The consultants' first task will be putting together the risk assessment. The ISO is very aware of the weight this could put on agencies. The goal is to be as non-onerous as possible. Within a week or so, they may begin calling agencies to schedule appointments.

There are two performance measures for the ISO utility. Little progress has been made on those measures, however once the consultants are onboard, we anticipate making substantial progress. Performance measures for the coming fiscal year have yet to be determined, however the ISO wants to ensure that any new measures are meaningful. The ISO also needs to outline what has been accomplished for state government and what it expects to accomplish in the coming year. Tentative FY09 rates need to be approved by the June customer council meeting.

5. **Encryption RFP and Potential Utility** – Greg Fay.
Greg has been working on the business requirements for an encryption RFP which is expected to decrease costs (resulting from the use of a single encryption product across the enterprise). The RFP was modeled after one in Colorado and is targeted to be on the street

by the end of the month. John Gillispie asked if the State of Iowa could purchase off of the Colorado contract. Greg will check if that is an option. Such an arrangement would likely require approval from the vendor, but could accelerate our timeline.

6. **Status of ISO Hire** – Greg Fay.
   Greg will complete interviews for the vacant ITS 5 position today. He hopes to make a hiring decision by the end of the week.

7. **Categorized List of Services (Review and Recommendations)**
   A list of ITE service offerings was previously provided to the Council in preparation for the meeting. Service categories for FY09 are those being proposed.

PROGRAM/SERVICE	CURRENT CATEGORY (FY07 & FY08)			CATEGORY FOR FY2009		
	Leadership	Utility	Marketplace	Leadership	Utility	Marketplace
INFORMATION TECHNOLOGY ENTERPRISE						
Infrastructure						
Desktop/Workstation			X			X
Service Desk			X			X
Networking/Communications			X			X
Server Hosting			X			X
Mainframe Services			X			X
E-mail			X			X
Common Calendar and Directory		X			X	
Application and e-Government Services						
Mainframe Development Services			X			X
Database Services			X			X
Web Services			X			X
Planning and Consultation						
Consultation			X			X
Printing Services						
Consulting			X			X
Graphic Design and Layout			X			X
1- and 2-Color Offset and Digital Printing			X			X
Digital Color Printing			X			X
On-site Copier Services			X			X
Letter Shop Services			X			X
Information Security						
Information Security Services		X			X	
Portable Device Encryption		N/A			X - TBD	

The encryption utility is still on hold. Until we know what product will be deployed, we cannot proceed. DAS would like to finalize the list by the end of the month. John hopes to complete the product analysis and determine feasibility well before October. Should a "possible" utility be listed? One option is leaving portable device encryption on the chart with the understanding that it is being considered as a future utility. Another line of thought

is that it could become a utility or marketplace service, so it is premature to conclude that it will be a utility. Leon Schwartz moved that portable device encryption be included in the chart, but without benefit of assignment to any specific FY09 category; Leon further recommended that the ISO and common directory continue to be utilities. Lesa Quinn seconded the motion. Joel Lunde indicated that in order to be considered for FY09, portable device encryption must remain on the list. That is the real reason it is there. An oral vote was taken and recorded as follows:

    Ayes - Lesa Quinn, Leon Schwartz, Carl Martin
    Nays - Joel Lunde, Larry Murphy, Rich Jacobs
    Abstaining – Steve Mosena, Kevin VandeWall, Roberta Polzin, Gary Kendell
The motion was defeated.

8. **Wrap-Up and Next Meeting Date –** Carl Martin.
Steve Gast asked for a calendar of activities/deadlines for calendar year 2007. Laura Riordan mentioned that tentative rates need to be approved by June, with public comment occurring in July. A preliminary budget will be presented at the next meeting.

Steve Gast expressed concern about the active directory utility and accompanying lack of compliance by some agencies. The utility is most reflected in the global address list, however some agencies are not keeping the information current. If active directory is a utility, why can't we encourage better compliance? What are the minimum expectations? How would you enforce the requirements? Per Lorrie Tritch, the minimum expectations were outlined about two years ago and were pretty basic -- address, location, phone number, and e-mail address. Which agencies seem to be the worst offenders? Discussion on this item will continue at the next meeting. ITE will remind us what the original five data elements were.

The next meeting is scheduled for April 10, 2007.

There being no further business, Larry Murphy and Joel Lunde moved that that meeting adjourn; an oral vote was taken and unanimously approved. The meeting concluded at 2:18 p.m.